

Awareness and Utilization of Library Resources and Services by the Students of Fr. C. Rodrigues Institute of Technology, Vashi – A Study

Mr. Sanket Ravindranath Pawar

Library Assistant, Library, Agnel School of Law

Abstract

Academic libraries play a very important role in the functioning of a higher education institution. Without an efficient and resource rich library, students cannot thrive academically or do research and innovations in fulfillment of their academic purpose. In this context, the present research investigated the extent to which undergraduate students of Fr. C. Rodrigues Institute of Technology, Vashi make use of library resources for their academic purposes. The objective of this research is to assess the library resources, services, and facilities at Fr. C. Rodrigues Institute of Technology, Vashi. A comprehensive dataset was obtained from a group of 100 students who participated in the online survey and submitted full responses. The study's result found that most participants 63% visit the library daily. 90% of the participants purpose of visiting the library was to prepare for exams. Most of the participants 100% were aware about their course book collections in the library. Overall, a large number of participants were aware of the different kind of resources in the library collection. Periodicals and Books turned out to be the most used library research in this research study. Circulation service of the library is the most sought-after service of the library by the participants besides reference service and xerox service. Majority of the participants (83%) found the behaviour of the library staff as cooperative. Based on the study's findings, several recommendations were proposed to enhance library usage. The most crucial suggestion was to acquire more current and pertinent information sources for the library, ensuring that students have access to the latest research and educational materials.

Introduction

In the 21st century, higher education institutions are usually known and ranked by the quality of education they impart, the campus they have for fostering student activities and institutional support and encouragement for various research related activities. Amidst all these factors, they are judged often by the kind of library they have and the quality of resources the library has. Libraries play a central role in the growth and development of an academic institution.

Though, libraries are often seen in a supportive role in institution building, their support often goes unacknowledged. Irrespective of that, their contribution is long lasting and often noticed by the users of the library. University Grants Commission (UGC) gives immense importance to the strengthening of library facilities in universities and colleges, and to their efficient administration. There is no replacement of library as it is a valuable source of learning and carries significance for the purpose of education. (Lakshmi 2021).

Institute libraries play an essential role in enhancing the academic and research potential of their users.

University libraries serve as vital repositories of knowledge that proactively gather and disseminate information across various formats to meet the diverse needs of their users. The library's collection, which includes print, non-print, and electronic materials, is a key aspect of its importance. (Swamy 2023).

It should also be taken into consideration that user's awareness and users' satisfaction vis-à-vis library services and facilities also depends on the kind of services that are extended by the library team. Further, the library staff plays a monumental role in shaping the image of library in the user's mind. At the same time, taking active feedback from the users about their satisfaction level and regarding improvement in library services offered is a very important exercise which needs to be undertaken. Such feedback exercise will only help in nurturing a two-way communication between library and users.

Present research study will investigate the awareness and utilization of library resources and services by the students of Fr. C. Rodrigues Institute of Technology, Vashi. The students are undergraduate students of Engineering degree course with varied branches of engineering.

About the Institute

In the source of its relatively brief existence of twenty-three years, Fr. C.R.I.T has established its reputation as a centre of holistic development. The focus here is on moulding students into not just knowledgeable and capable engineers but also into individuals with strength of character. Hence, the insulation of timeless values and multi-dimensional development of the personality is every bit as important as the imparting of sound technical knowledge and skills.

Discipline is the foundation stone upon which rests the edifice of learning. A dedicated and committed teaching staff takes painstaking efforts through a multi-pronged system comprising lectures, seminars, presentations, and projects to make sure students understand fundamental concepts and theories.

But more importantly, they use a well-entrenched disciplinary system of strict attendance records and periodic tests to ensure that students take the trouble to learn on a regular basis the knowledge that is offered to them. This accounts for, to a large extent, the consistent record of excellent academic results and university ranks. Apart from being the first engineering college to win the University of Mumbai basketball tournament, it made its mark in the realm of paper presentations and quiz competitions. In fact, its quiz team, this year, completed a hat-trick of wearing the Mumbai University crown and topped it off by winning the first prize at the national level.

The management philosophy of Agnells upholds the belief that the core objective of all education is to enable every student to accept him/herself as valuable, competent, and capable of managing his/her own life in relation to the world around. To this effect, the impetus for spiritual and emotional growth is provided through annual orientation sessions, while physical conditioning and disciplining are fostered through a compulsory trek every semester. Fr.

C.R.I.T is the only engineering college to conduct a morning assembly where punctuality and good behaviour are vigorously encouraged.

Review of Literature

Hussain et al. (2011) conducted a user survey at five women's college libraries on the University of Delhi's South Campus in India. It was discovered in the research study, that the greatest number of the users were satisfied with the library's collection and services. The study further recommended that the library rethink on its acquisition policy and bring it in sync with user demand, increase its collection, and

acknowledge recognition of the library's contribute to knowledge management.

Pandeeswaran (2021) conducted a study on Awareness and Utilization of Library Resources and Services among the Users of Public Libraries in Theni District of Tamil Nadu. It was revealed that, 40.3% of the users spent less than one hour in the public libraries per day. 28.8% of them spent 1-2 hours and more than three hours in the public libraries per day. 33.1% of the respondent's purpose of visiting the library was reading newspapers. 35.8% users reported that lack of time was the reason that they could not visit the library.

Partap (2016) surveyed Information seeking behaviour and satisfaction of library users in the digital era: A case study of Chhaju Ram Memorial Jat College, Hisar (HR). The findings suggest that 25.69% of the respondents use the library once a fortnight and only 20.21% of the respondents use the library daily. Many of the respondents (85.80%) utilise the library to consult or borrow the study material and nearly 80% of the respondents use the library for awareness purposes and additionally to prepare class notes.

Statement of the Problem

This research study is conducted to find out the Awareness and Utilization of Library Resources and Services by the students of Fr. C. Rodrigues Institute of Technology, Vashi. Despite the crucial role that libraries play in supporting academic success, many students remain unaware of the resources and services available to them, leading to underutilization of these valuable assets. Students often fail to utilize the library resources effectively leading to missed opportunities for academic growth and success. This problem is significant because it can lead to decreased academic achievement, reduced student satisfaction, and diminished opportunities for lifelong learning. Furthermore, the problem is expansive, affecting students across academic level, disciplines, and institutions. Hence, in this context, it is important to study and find out the awareness and utilization of library resources and services by the students.

Research Questions

1. What is the current level of awareness among students regarding library resources and services?
2. To what extent do students utilize library resources and services?
3. What factors influence students' awareness and utilization of library resources and services?

Objectives

1. To examine the understanding and usage of the institute's library's resources and services by the students of Fr. C. Rodrigues Institute of Technology, Vashi.
2. To discover the reason and frequency of student visiting the library.
3. To examine accessibility of reading materials in the library.
4. To assess the extent of user satisfaction with the library's collection, services, and facilities.

Methodology

The study focused on the students of the Fr. C. Rodrigues Institute of Technology which is a higher education institute for the degree of engineering and where undergraduate students are in large numbers. To accomplish the research objectives, the researcher employed a sample survey approach. The primary data collection tool used was a Google Form online questionnaire, which was distributed to students via email. The study encompassed a total population of 300 students, all of whom were provided with the

questionnaire. Despite making a lot of efforts, the researcher was able to gather 100 completed questionnaires, the findings of which were presented through tables and charts.

Data Analysis and Interpretation (Results)

Table 1: Gender of the respondents

Gender	Respondent	Percentage
Male	58	58%
Female	42	42%
Total	100	100.00%

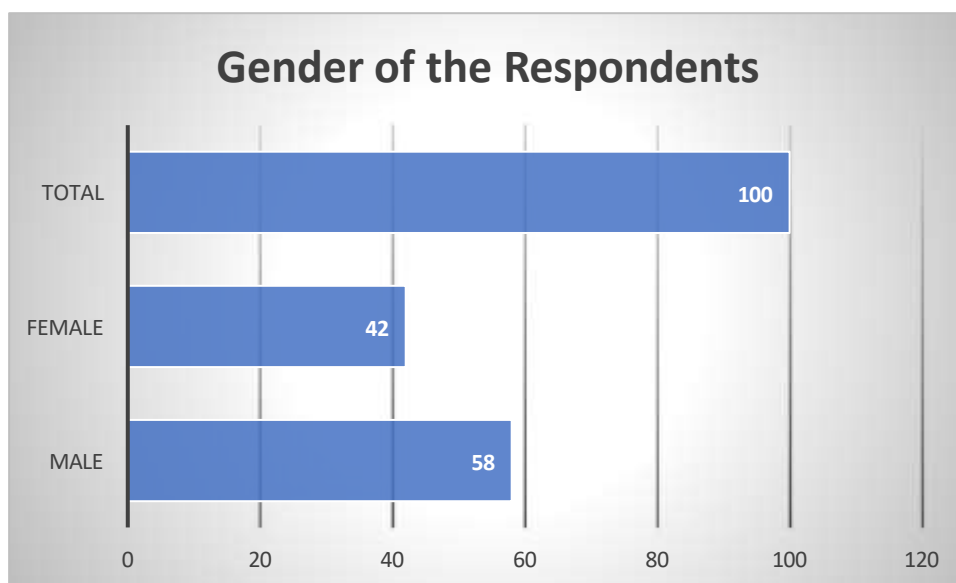


Figure 1: Gender of the Respondents

Table 1 and Figure 1 outlines the gender of the respondents. It is evident that a high percentage of the respondents are male students. 58 Individuals out of the 100-sample selected were male students i.e. 58% of the total respondents. At the same time, female respondents are 42% of the total i.e. 42 female students.

Table 2: Frequency of visits to the library by the respondents

Frequency	No of Respondents	Percentage
Daily	63	63%
Once in a Week	12	12%
Twice in a Week	5	5%
Once in a Fortnight	10	10%
Once in a Month	5	5%
Occasionally	5	5%
Total	100	100%

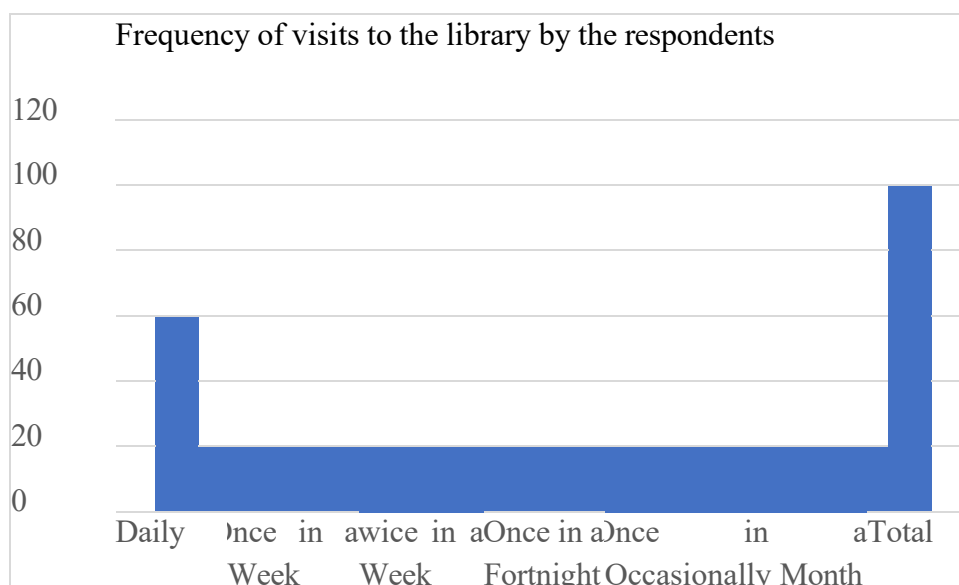


Figure 2: Frequency of Visits to the library by the respondents

Table 2 outlines the frequency of the library visits by the respondents. Visits to the library are often influenced or impacted by various factors. As per the survey findings, an impactful majority, comprising 63% of the respondents visit the library daily. Next in line, 12% of the respondent visit the library once in a week. 10% of the respondents visit once in a fortnight. 5% of the respondents visit twice in a week. Another 5% of the respondent visit once in a month. There are 5% such respondents who visit the library only occasionally.

Table 3: Purpose of visiting the library by the respondents

Purpose	No. of respondents (N = 100)
To borrow books	84
To consult reference materials	54
To complete assignments	67
To meet the librarian/library staff	13
To read newspapers and periodicals	59
To access the internet and digital resources	41
To prepare for exams	90

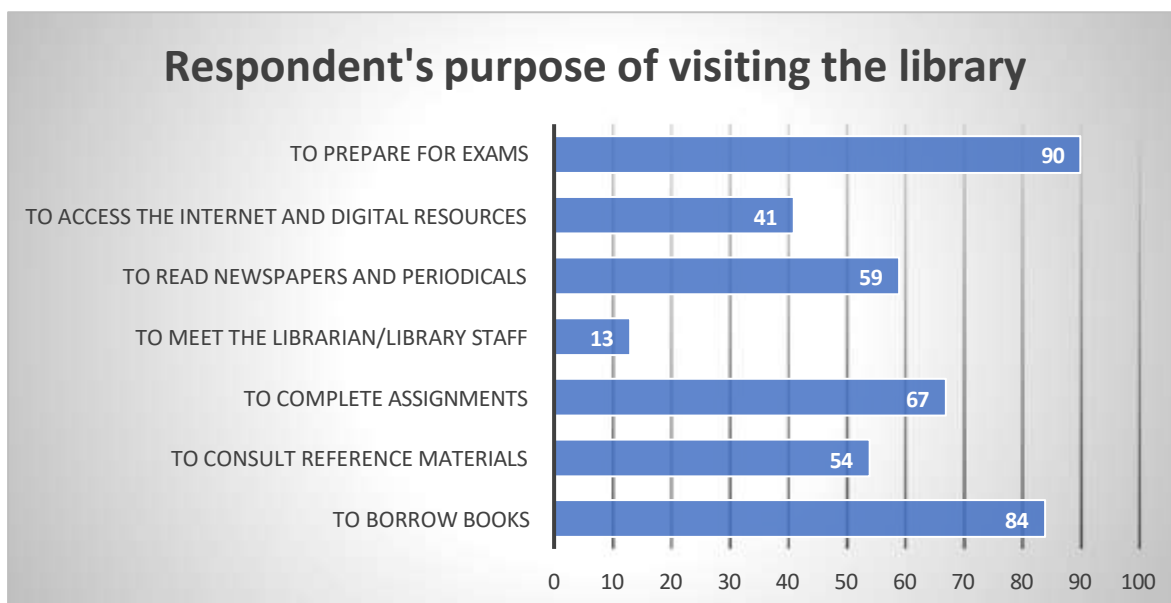


Figure 3: Respondent’s purpose of visiting the library

The data in Table 3 reveals that a huge portion of respondents, specifically 90% visited the library to prepare for exams. Additionally, 84% of the respondents visited the library to borrow books. 67% of the respondents visited the library for the purpose of completing their assignments. 59% of the respondents visited the library for the purpose of reading newspapers and periodicals. 54% of the respondents visited the library for the purpose of consulting reference materials. Meanwhile, 41% of the respondents visited the library to access internet and other digital resources. Also, 13% of the respondents visited the library to meet either the librarian or the library staff.

Table 4: Awareness of Library Resources among Respondents

Resources	Aware	Not Aware
Course Books	100 (100%)	0 (0.00%)
Newspapers and Magazines	73 (73.00%)	27 (27.00%)
Reference Books	88 (88.00%)	12 (12.00%)
E-resources	65 (65.00%)	35 (35.00%)
Previous year questions papers	92 (92.00%)	8 (8.00%)
Non-Book Materials (CD/DVDs)	43 (43.00%)	57 (57.00%)
Thesis/Dissertation/Project Reports	54 (54.00%)	46 (46.00%)
Online Public Access Catalogue (OPAC)	62 (62.00%)	38 (38.00%)

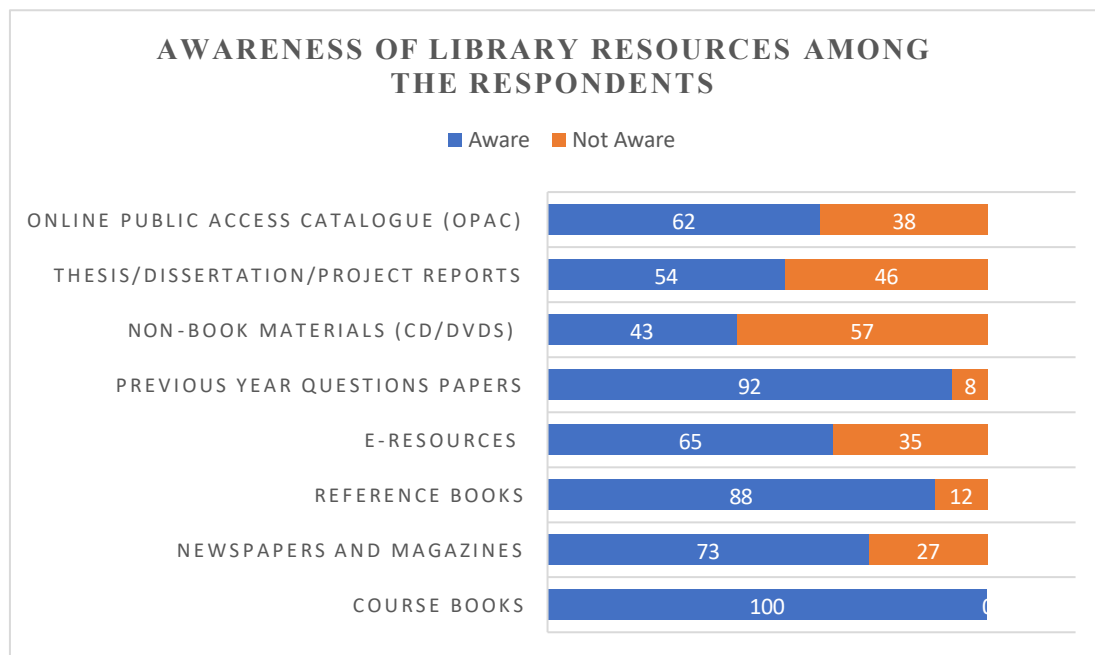


Figure 4: Awareness of Library Resources among Respondents

Table 4 represents user awareness about different types of resources the library has to offer. As we see above, the library of Fr. C. Rodrigues Institute of Technology offers resources like OPAC, Newspapers and magazines, previous year question papers, varied e-resources, non-book materials, collection of books and other reference materials. Thesis, dissertation and project reports and non-book material. As we have seen in the above analysis, most of the users are aware about the resources. A significant number of respondents are not aware about non-book materials i.e. 57% and thesis/dissertation and project 46%. 38% of the respondents surprisingly said that they were not aware about OPAC, which can be seen as lack of user orientation towards this important ICT based service offered by the library.

Table 5: Most Used Library Resources

Resources	Always	Sometimes	Rarely
Books	85 (85.00%)	10 (10.00%)	5 (5.00%)
Online subscribed resources	65 (65.00%)	16 (16.00%)	19 (19.00%)
Periodicals	90 (90.00%)	10 (10.00%)	0 (0%)
Open Access Resources	10 (10.00%)	50 (50.00%)	40 (40.00%)
Newspaper	80 (80.00%)	10 (10.00%)	10 (10.00%)

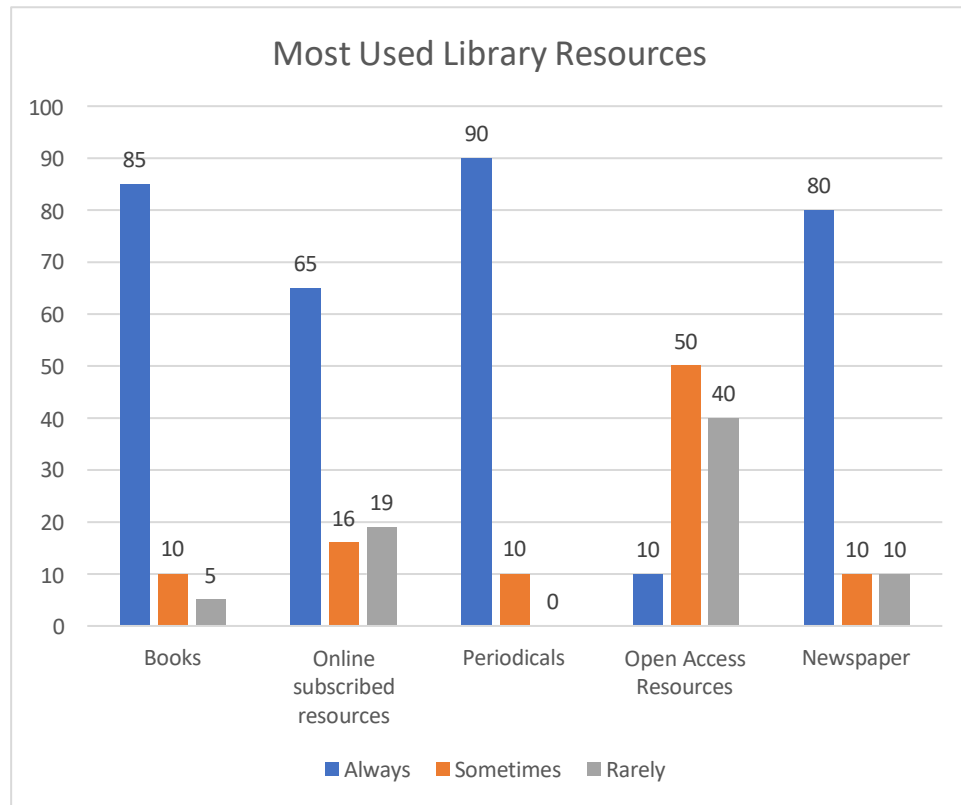


Figure 5: Most used Library Resources

As evident in Table 5, which showcases the frequency of respondents usage of library resources, the majority of respondents frequently use periodicals I.e. 90%. 85% of the respondents also marked books as resource they always use. Further, online subscribed resources (65%) and Newspapers (80%) were also shared by the respondents as always used resources. 50% of the respondents used open access resources sometimes and 40% used it rarely.

Table 6: Awareness of the following services provided by the library

Services	Aware	Not Aware
Circulation services	92 (92.00%)	8 (8.00%)
Reference services	61 (61.00%)	39 (39.00%)
OPAC	60 (60.00%)	40 (40.00%)
Photocopy/Print	100 (100.00%)	0 (00.00%)

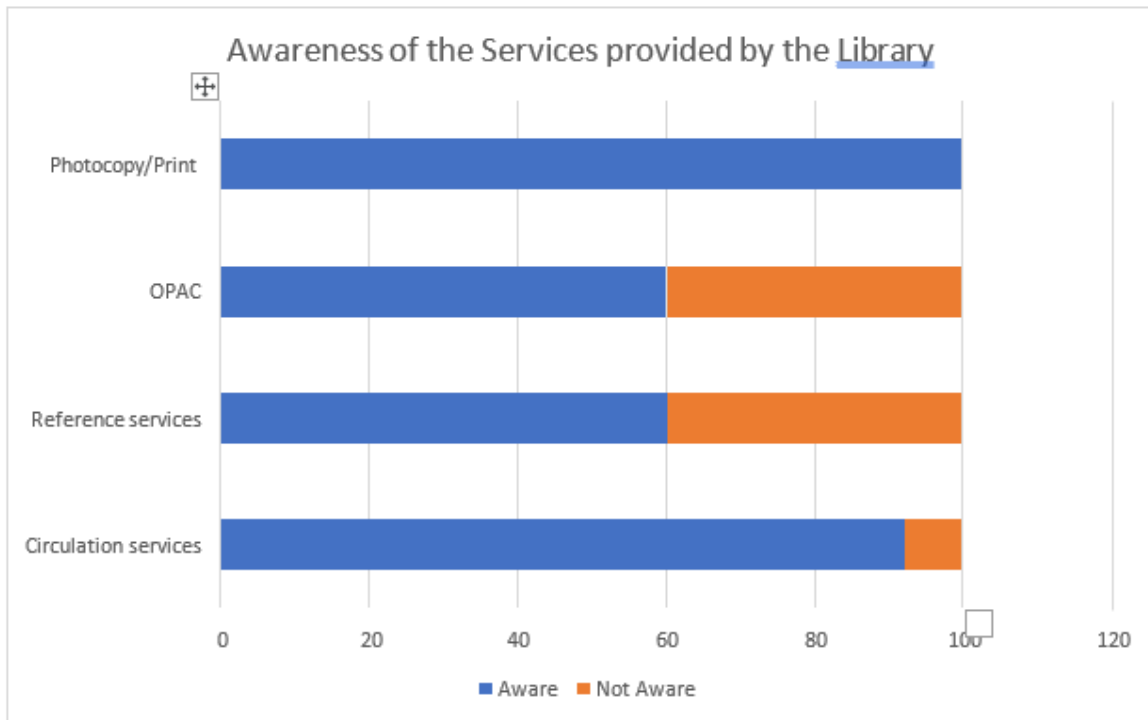
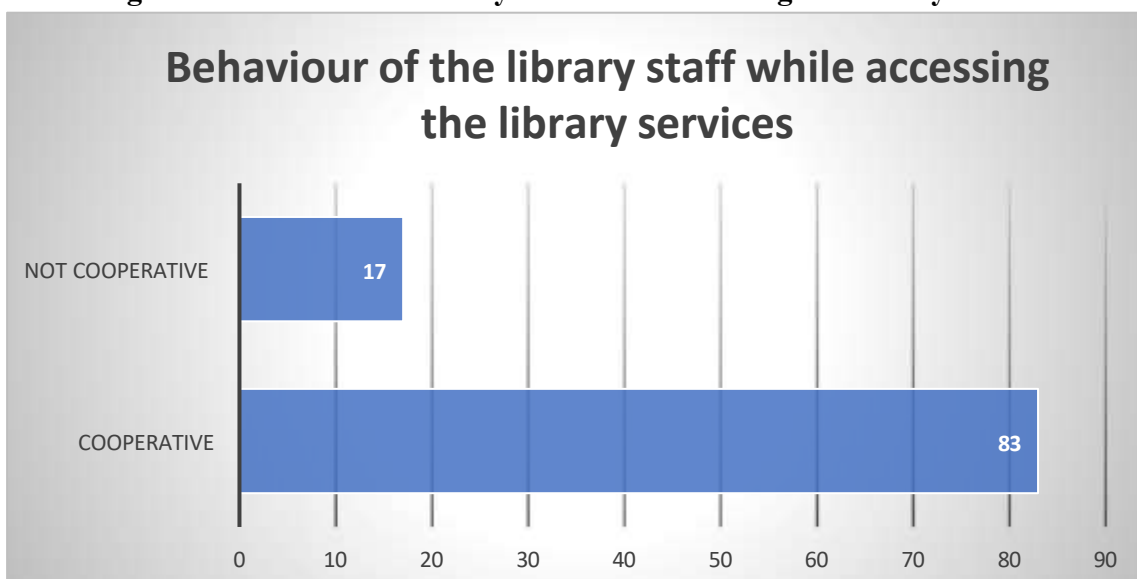


Figure 6: Awareness among the respondents about the services provided by the library

Table 6 explains to us about the awareness among the respondents about the services provided by the library. As we can see, 92% of the respondents are aware about the circulation services which shows that the users of the library are using circulation services like charging and decharging of books and utilizing the collection of the library. 61% of the respondents shared that they are aware of the reference services. Almost all the respondents said that they were aware of the photocopy and print services in the library. However, a significant number of respondents also shared that they were not aware of the reference service and OPAC.

Figure 7: Behaviour of library staff while accessing the library services



The above figure 7 indicates the respondents' responses about the behaviour of the library staff while accessing the library services. While 83% of the total respondents shared that the library staff were cooperative. At the same time, 17% of the respondents shared that the library staff was not cooperative while accessing the library services.

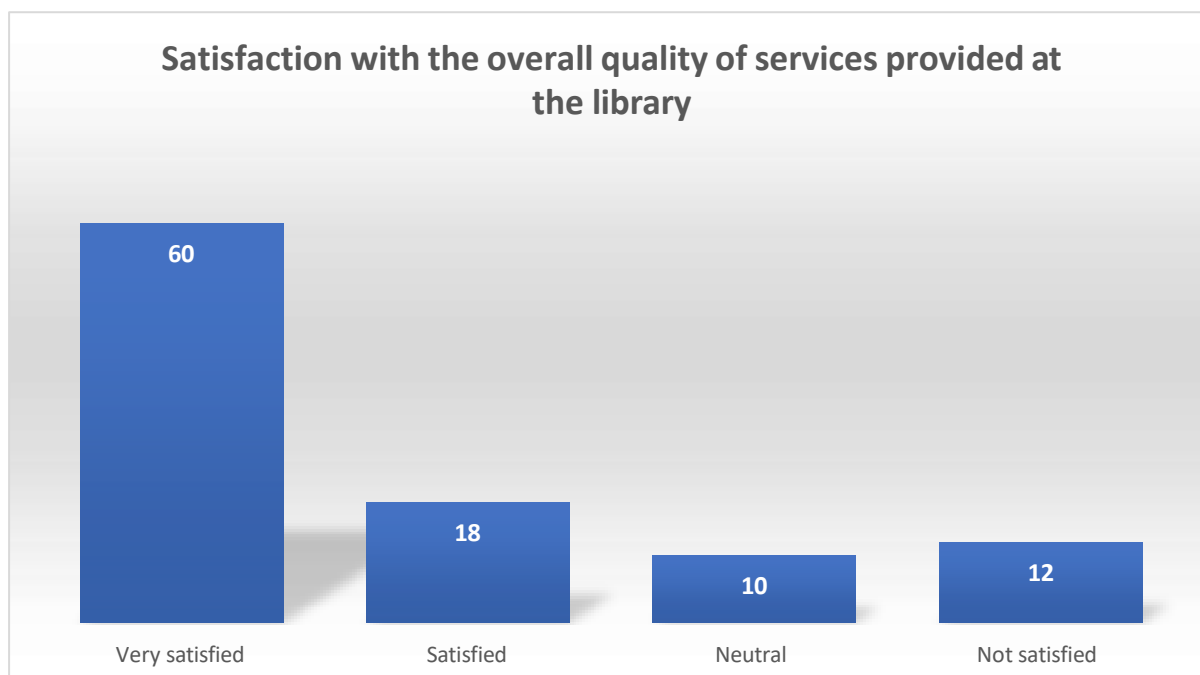


Figure 8: Satisfaction with the overall quality of services provided at the library

Figure 8 illustrates the satisfaction levels of respondents regarding the overall quality of services provided at the library. While 60% of the respondents opined that they were very satisfied with the overall quality of services, 18% of the respondents said they were satisfied, 10% of the respondents said they feel neutral about the overall quality of services provided at the library. However, 12% of the respondents shared that they were Not Satisfied with the overall quality of services provided at the library.

Conclusion and Suggestions

The FCRIT Library is a well-established academic library with long years of contribution to the academic success of its patrons and the teaching community of the institution it operates in. The Library Team is a well-trained and well-qualified team working to provide efficient information and knowledge-based services to its patrons. The team is striving to give the best in its output and approach and adheres to the highest standard of professionalism in the field of library services. The library attaches much importance to the parent institution and its vision. The library team acts in alignment with the aim and objectives set out by the Hon. Library Committee. In the coming years, the library will certainly reach new heights of service-oriented infrastructure and will focus on moving towards maximum digitization of patron interactive services based on Web 2.0 and Lib 2.0 platforms.

Suggestions

- The FCRIIT Library can come up with a detailed layout plan and publicize it through various mediums of communication such as websites, social media presence, etc. It is apparently for the users of the library to know the layout of the library thoroughly so that they know about all the exits and save themselves and others in case of a disaster/emergency.
- As we are increasingly moving towards full digitization in the library space, it is important for the FCRIIT library to rapidly innovate and come up with new ideas such as readily making available E-brochures which will help the users to get themselves oriented about the library. Such E-Brochures should be made available on websites, integrated library systems, and library-based applications, if any.
- There should be more awareness among the user community about the library staff working in the library. The designation and role of the library staff should be known to all so that the students can freely approach the relevant staff to find and seek the services they need such as the Current Awareness Service or SDI Service which are popular in library academia but are very less known among the user community.
- There should be a guidance session or seminar for the library user community who have been freshly admitted to the institute. These new users should know about the collection and resources of the library. They should also be oriented about the rules and guidelines to be followed, the kind of automated service the library offers, and the role of staff in providing such services. This will result in a more cooperative and respectful environment between users and staff.
- Few less popular books or books of general interest, not specifically related to academics and low in circulation should be kept in open racks or on open display for a day or two in a month to increase their circulation and utilization. This would result in the optimum utilization of existing resources.
- More awareness should be created among users about open access resources and open educational resources. The library should come up with an open access policy statement so that it makes a mark of its own in providing greater access to information and knowledge to the student community at large.
- Lastly, keeping in mind the changing scenario from the users point of view, the library can think about making its social media presence strong by creating a page on Instagram or Facebook. Such pages can help in promoting the collection and resources of the library and also help in driving mass user engagement through competitions or interactive online sessions.

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